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SATO America Inc.
10350-A Nations Ford Road * Charlotte, NC 28273
Phone: (704) 644-1650 * Fax: (704) 644-1662

Thank you for contacting the SATO America Technical Support Help Desk.

For General Inquiries

Your inquiry has been assigned ticket # 5964. You will be contacted by a SATO Technician within 24 hours.

For Printer Repair Request

Please allow 24 hours to receive your assigned Service Request Number from SATO America.

       Thank you,
       SATO America Technical Support

The following is a SATO Technical Support Form Submission.

I need to send my printer in or acquire a Service Request Number:

Please describe your problem in as much detail as possible: Is there software available to upgrade from Windows 98 to Windows XP

Printer Model & Installed Accessories: CL408

Serial #: 90272121

Communications Interface Type Used: Parallel

Label Type & Size: 53S001005 3" x 1"

Company Name: Massachusetts Public Health

Contact Name: James Hanchett

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Address/City/State/Zip: Room N251 Morrill I
637 North Pleasant Street
Amherst, MA 01003

Phone: (with area code): 413 545 2601

Fax: (with area code): 413 545 2608

E-Mail: james.hanchett@state.ma.us

Your SATO Resellers Name: Government Scientific

Additional Comments: Need to upgrade from DOS software and drivers to Windows XP